Hewlett Packard Enterprise

HPE AppPulse Suite

HPE AppPulse Suite is a SaaS application performance management solution that helps application developers understand users and their experiences. It automates and accelerates the process by which they deliver and adapt user-focused applications. And it lets them isolate user experience issues—from user actions down to the line of code—to achieve high-velocity releases with quality.
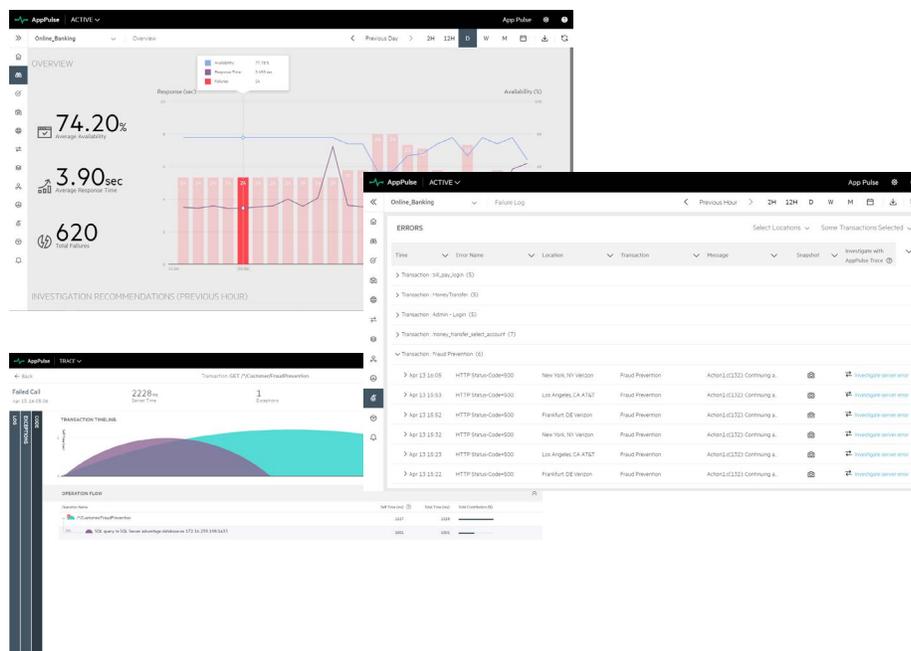
HPE AppPulse Suite combines:

- **HPE AppPulse Active:** Monitors the end-user experience using synthetic transactions, so you can proactively detect problems before your users do and meet your SLAs.

- **HPE AppPulse Mobile:** Provides a single UX score by monitoring the UX of native and hybrid mobile apps. By providing insights into the real-user flows and app crash traces, it enables developers to optimize the application to perform more efficiently and troubleshoot it when crashes occur.

- **HPE AppPulse Web:** Measures the real-user experience of web applications from an end user's perspective. Highlights the most impactful performance and stability issues, so you can continuously improve the application user's experience.

- **HPE AppPulse Trace:** Tracks end-to-end transaction flow through service tiers to let you isolate problems to the line of code or the specific log message for the transaction.

HPE AppPulse Suite lets you see beyond transaction response time and investigate the connection between what the user experiences and what happens on the server. You can drill down to see the associated server transaction—down to the line of code.

Solution overview

User experience is the new SLA

The quality of the user experience (UX) is now the benchmark by which the success of an
application is measured. Ninety-five percent of DevOps teams with mature practices now focus
on the UX. However, many application teams don't have the tools needed to deliver web and
mobile apps with superior UX quickly and consistently. In fact, 53% of developers do not have
full access to application performance management (APM) tools, and 61% are blind to the
end-to-end process.[1]

HPE AppPulse Suite provides end-to-end visibility into the UX. Application teams can quickly
isolate problems that negatively impact the UX and drill down to the root cause—from user
actions, to network issues, down to the line of code or specific transaction log. The result: teams
can achieve both the velocity and the quality required to meet user expectations and business
objectives.

Measure, monitor, diagnose—and accelerate delivery

While the importance of a great UX is increasing, release cycles are shortening; 73% of applications
have releases at least every month, and 16% have daily release cycles.

AppPulse Suite is a comprehensive SaaS APM solution that puts you in control of this high-velocity
lifecycle. With synthetic and real-user transactions and transaction diagnostics, the suite gives
application teams extensive insight into the UX so they can:

• Proactively identify application issues before users do

• Identify the performance and stability issues impacting real application users

• Correlate issues from UX to application execution at run time

HPE AppPulse Suite makes continuous assessment of your applications possible and enables
continuous improvement of both the application and the UX.
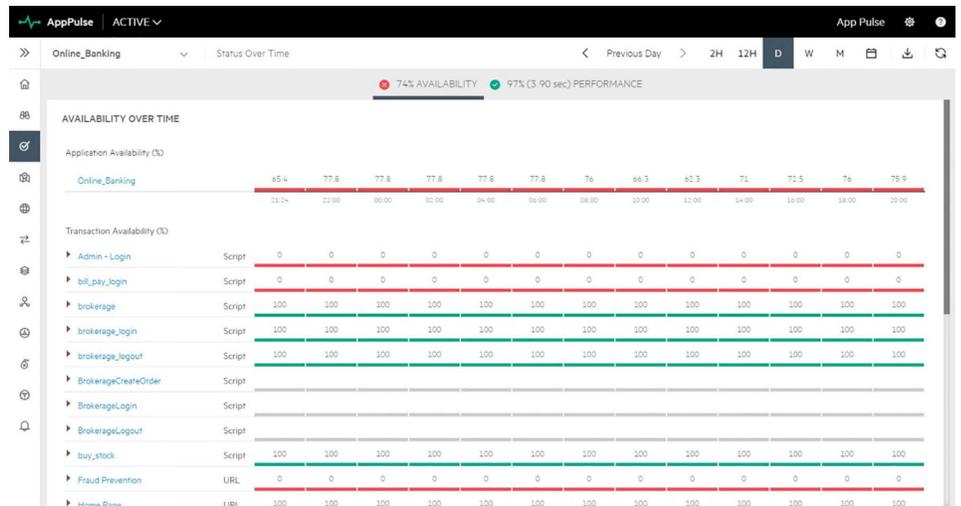
With HPE AppPulse Active you can see your application status at a glance, check out synthetic transactions and
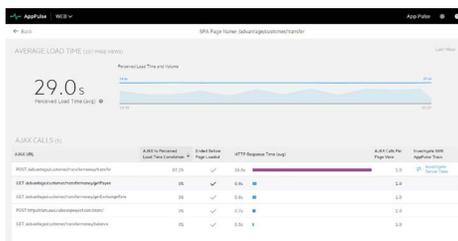locations in an application, and follow their status over time.
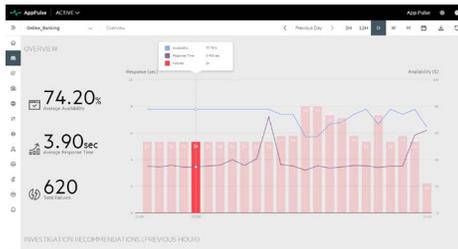
Proactively identify availability issues with AppPulse Active. Then fix them before users find them by drilling down to the root cause with AppPulse Trace.
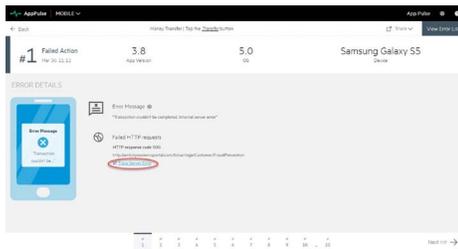
See the error message that appears on the user's screen using AppPulse Mobile. Then isolate the root cause with AppPulse Trace.

Use AppPulse Web to quickly isolate performance problems with single-page application pages. Drill down into slow or failed AJAX calls.

AppPulse Suite: proactive, near-continuous tracking of relevant metrics

HPE AppPulse Active
Emulates application end users using synthetic transactions and detects performance and stability issues for web, mobile, and SaaS apps. See and fix issues before users are even aware of them.

Proactive monitoring
Allows DevOps teams to proactively see and isolate issues by application, location, transaction, or component layer. Teams can quickly address the root cause of performance and availability problems.

Broadest technology support
Lets you create synthetic monitors in minutes with the broadest set of protocols. Monitors the end-user experience from multiple locations inside and outside the firewall. Enables teams to monitor web, mobile, and cloud-based services.

HPE AppPulse Mobile
Measures the UX from an end user's perspective for native and hybrid apps. Detects their performance and stability issues and reports on them so you can understand the business impact.

User experience score
Displays a single score from 0 to 100 that encapsulates the average overall UX of mobile apps based on performance, stability, and resource usage. Mobile teams can drill down to the root cause of application issues impacting the UX like UI response time, crashes, and battery network usage.

User flows
Provides a data-driven, graphical view of user engagement that follows user interactions with your mobile app screen by screen. Shows key metrics such as total number of sessions, number of users abandoning the app at that screen, and most popular user actions. When an application crashes it provides a reproducible scenario for troubleshooting.

HPE AppPulse Web
Measures the UX from an end user's perspective for web and single-page application pages. Detects their performance and stability issues and reports on them, so you can understand the business impact.

AJAX
Provides visibility into the stability and performance of AJAX calls, and links them to the back-end, server-side transactions for deeper investigation and faster problem resolution.

Single-page application pages
Monitors the real UX of single-page web application pages. Tracks perceived response times, analyzes impacting AJAX calls, and enables drill down for quick troubleshooting.

HPE AppPulse Trace
Allows DevOps teams to drill down into back-end, server-side transactions to isolate problems and diagnose issues—down to the code- and transaction-specific log level.

360-degree view of transactions
Provides a holistic view for analyzing transaction behavior from the user interaction down to the code level, transaction flow, and logs.

Transaction log tracing
Delivers a contextual view of log entries by correlating log messages across transactions for accelerated problem resolution.
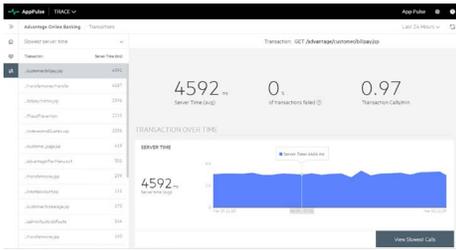
From any of the end-user monitoring apps—AppPulse Active, AppPulse Mobile, or AppPulse Web—drill down into the back-end server call to investigate server time and the slowest calls.
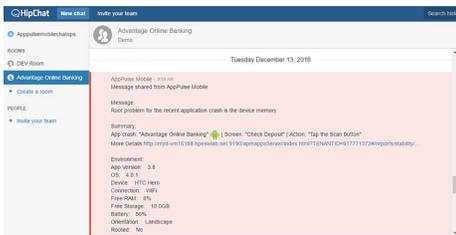
Enable team cooperation for faster problem resolution via integration with ChatOps.

Gain the synergy of an integrated APM solution

The four modules of the AppPulse suite complement and add value to each other making the full suite an indispensable end-to-end solution. AppPulse suite enables:

- **End-to-end visibility**—The AppPulse Suite features an intuitive user interface (UI) with a comprehensive view of the most important issues impacting the UX. It exposes the right information needed to improve applications by combining synthetic, real-user, and diagnostic information, so businesses can prioritize application improvement.

- **Reduced triage times**—When HPE AppPulse Active proactively identifies an availability problem with a web app, teams can use AppPulse Trace to drill from a specific transaction error to the line of code on the server side. This enables fast decision making that reduces triage time and cost while delivering a great user experience.

- **Continuous improvement**—When HPE AppPulse Mobile detects a failed HTTP request with a mobile app, or HPE AppPulse Web detects slow or unresponsive AJAX calls, HPE AppPulse Trace can isolate the problem's cause—through the service tiers—right down to the line of code. Application teams can fix the problem and then continuously monitor for improvement.

- **Integration with other HPE Products**—The HPE AppPulse suite and its components can integrate with HPE products such as HPE Applications Performance Management software and HPE Operations Bridge to contribute metrics and events. This provides a more complete view of the applications being monitored and allows central IT to collaborate with the lines of business in ensuring the business has fast response for application performance and availability issues, while at the same time ensuring that central IT has full visibility into the applications and infrastructure it is tasked to manage.

Learn more at
hpe.com/software/apppulse

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4AA6-4362ENW, April 2017, Rev. 2